

**Independent Health Care Appeals Program
Independent Utilization Review Organization
New Jersey Department of Health and Senior Services
– 06-X-37687
May 4, 2005
Addendum #01**

Question #1a **Section 1.1 Purpose and Intent, Pg 8 –How many organizations currently hold a contract to conduct the type of work specified under the scope of work detailed in this RFP?**

Answer: This information is available at the following website:
<http://www.state.nj.us/treasury/purchase/contracts.htm>

Use State Contract T-1683 when searching.

Question #1b **Section 1.1 Purpose and Intent, Pg 8 –What firms currently hold this contract?**

Answer: This information is available at the following website:
<http://www.state.nj.us/treasury/purchase/contracts.htm>

Use State Contract T-1683 when searching.

Question # 1c **Section 1.1 Purpose and Intent, Pg 8 –How many contractors does New Jersey DHSS expect to select for the upcoming contract term?**

Answer: DHSS reserves the right to select as many qualified contractors as it deems necessary to conduct the independent reviews. The minimum number of contractors shall be two.

Question #2a **Section 1.1 Purpose and Intent, Pg 8 –How many reviews were conducted during the latest full year of the contract?**

Answer: There were three hundred, fourteen (314) full reviews in calendar year 2004.

Question # 2b **Section 1.1 Purpose and Intent, Pg 8 –Is the annual volume of appeals expected to increase, decrease, or remain the same?**

Answer: This information is available at the following website:
<http://nj.gov/health/hcsa/iuroreports.htm>

Question #2c **Section 1.1 Purpose and Intent, Pg 8 –How many reviews were assigned to each contractor during the latest full year of the contract?**

Answer: Reviews are assigned on a random basis, if no conflict of interest exists. Two (2) IUROs were under contract for the calendar year 2004.

Question #3 **Section 2.2 Contract Specific Definitions, Pg 14 –Given the definition provided for an IURO, is a firm owned by an insurance holding company which also owns insurance carriers authorized to write health insurance, though not doing so, eligible to bid on this RFP?**

Answer: If an insurance carrier, or any combination of insurance carriers, owns

more than five percent (5%) of the IURO, the IURO shall not be eligible to bid. Additionally, there shall be no conflicts of interest.

Question #4 **Section 1.1 Purpose and Intent, Pg 8 –Would DHSS consider a “tiered cost reimbursement” based upon the complexity of an appeal?**

Answer: No

Question #5 **Section 3.2 Contractor Requirements, Pg 16 –How does the contractor determine eligibility of the individual as a “covered person”?**

Answer: The contractor obtains verification of eligibility from the carrier.

Question #6 **Section 3.2.1 Preliminary Review of Appeal, Pg 16 –Who is responsible for obtaining the release of medical information?**

Answer: The release is part of the IHCAP application completed by the appellant.

Question #7 **Section 3.2.1 Preliminary Review of Appeal, Pg 16 –Is a copy of the current Appeal Determination letter available for review?**

Answer: No, this is confidential information that will be provided to the selected contractors.

Question #8 **Section 3.2.1.1 Carrier Cooperation with Contractor, Pg 16 –Will the contractor be given a copy of the health care plan documents and previous interpretations?**

Answer: It is incumbent upon the contractor to request the information that was reviewed internally at Stage 1 and Stage 2 of the UM appeal process from the carriers.

Question #9 **Section 3.2.6 Processing the Contractor Decision, Pg 17 – Is a sample written decision that meets “DHSS processing requirements” available for review?**

Answer: No, this information is confidential. Upon selection of contractors, DHSS will inform the contractors of the processing requirements.

Question #10 **Section 3.2.6 Processing the Contractor Decision, Pg 17 – Does the completion deadline include the time used by DHSS to approve a determination letter?**

Answer: No.

Question #11 **Section 3.2.10.1 Timeliness of Contractor Written Decision, Pg 18 – Is receipt of DHSS approval of the draft determination letter included as part of “all documentation necessary to complete the review” when calculating timeliness of review?**

Answer: No.

Question #12 **Section 3.2.11.3 Contractor Review Agents, Pg 19 – Are physician reviewers conducting a New Jersey IURO review required to be licensed in New Jersey?**

Answer: Physician reviewers are not required to be licensed in New Jersey; however the IURO's Medical Director must be licensed in New Jersey.

Question #13 Section 4.4.2.2 Contract Management, Pg 26 – What are New Jersey DHSS expectations/desires regarding status meetings?

Answer: Status meetings will be held as necessary for monitoring compliance with the contract.

Question #14 Section 4.4.3.1 Location, Pg 27 – Are IUROs outside of New Jersey eligible to respond to this RFP?

Answer: Yes, provided the IURO meets the other requirements of this RFP.